

California Public Utilities Commission  
Consumer Service and Information Division

**Water Industry**  
**Consumer Contacts - Total Presented by Company and Category**  
**February 2017**

Consumer contacts to CAB customarily concern individual Utility Companies. The following table reports the contacts received by CAB regarding individual Companies in the Water Industry during the month of **February 2017**, broken down by the type of the contact (i.e. Category).

**Table 1 - Water Industry Contacts:** The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

| Utility Code   | Utility Name                         | Billing |         |       | Not Regulated - No Jurisdiction |         |       | Policy & Practices |         |       | Public Purpose Programs |         |       | Rates |         |       | Service |         |       | Unknown/ Pending Assignment |         |       | Grand Total |
|----------------|--------------------------------------|---------|---------|-------|---------------------------------|---------|-------|--------------------|---------|-------|-------------------------|---------|-------|-------|---------|-------|---------|---------|-------|-----------------------------|---------|-------|-------------|
|                |                                      | Phone   | Written | Total | Phone                           | Written | Total | Phone              | Written | Total | Phone                   | Written | Total | Phone | Written | Total | Phone   | Written | Total | Phone                       | Written | Total |             |
| WTB206         | Alisal Water Corporation             | -       | -       | -     | -                               | -       | -     | -                  | -       | -     | -                       | -       | -     | 1     | -       | 1     | -       | -       | -     | -                           | -       | -     | 1           |
| WTA210, SWR210 | California American Water Company    | 4       | 1       | 5     | 2                               | 1       | 3     | 1                  | -       | 1     | -                       | -       | -     | -     | -       | -     | -       | 1       | 1     | 1                           | -       | 1     | 11          |
| WTA60          | California Water Service Company     | 7       | 3       | 10    | 3                               | -       | 3     | 3                  | -       | 3     | -                       | -       | -     | -     | -       | -     | 9       | -       | 9     | 1                           | -       | 1     | 26          |
| WTB61          | Del Oro Water Co., Inc.              | -       | -       | -     | -                               | -       | -     | 1                  | -       | 1     | -                       | -       | -     | -     | -       | -     | -       | -       | -     | -                           | -       | -     | 1           |
| WTA133         | Golden State Water Company           | 2       | -       | 2     | 1                               | 1       | 2     | -                  | -       | -     | -                       | -       | -     | -     | -       | -     | -       | -       | -     | -                           | -       | -     | 4           |
| WTA162         | Great Oaks Water Company             | -       | 1       | 1     | -                               | -       | -     | -                  | -       | -     | -                       | -       | -     | -     | -       | -     | -       | -       | -     | -                           | -       | -     | 1           |
| WTA314         | Liberty Utilities (Park Water) Corp. | 2       | -       | 2     | -                               | -       | -     | -                  | -       | -     | -                       | -       | -     | -     | -       | -     | -       | 1       | 1     | -                           | -       | -     | 3           |
| WTD390         | Live Oak Springs Water & Power Co.   | -       | -       | -     | -                               | -       | -     | 1                  | -       | 1     | -                       | -       | -     | -     | -       | -     | -       | -       | -     | -                           | -       | -     | 1           |
| WTC333         | Mesa-Crest Water Company             | -       | -       | -     | 1                               | -       | 1     | -                  | -       | -     | -                       | -       | -     | -     | -       | -     | -       | -       | -     | -                           | -       | -     | 1           |
| WTA168         | San Jose Water Company               | 9       | 6       | 15    | -                               | 1       | 1     | -                  | -       | -     | -                       | -       | -     | 4     | 30      | 34    | 1       | -       | 1     | -                           | -       | -     | 51          |
| WTC338         | Southern California Edison Company   | -       | 1       | 1     | -                               | -       | -     | -                  | -       | -     | -                       | -       | -     | -     | -       | -     | -       | -       | -     | -                           | -       | -     | 1           |
| WTA339         | Suburban Water Systems               | -       | 2       | 2     | -                               | -       | -     | -                  | -       | -     | -                       | -       | -     | 1     | -       | 1     | -       | -       | -     | -                           | -       | -     | 3           |
|                | <b>Total</b>                         | 24      | 14      | 38    | 7                               | 3       | 10    | 6                  | -       | 6     | -                       | -       | -     | 6     | 30      | 36    | 10      | 2       | 12    | 2                           | -       | 2     | 104         |